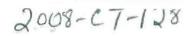
2008-319-5



TO WHOM IT MAY CONCERNE THIS IS THE SECOND LETTER CONCERNING THIS MATTER 607 NORTHCROSSING OR IS WHERE I RESIDE BEEN HERE FOR 13 MONTHS I HAVE BEEN RECEIVING LETTERS. FROM "PALMETTO UTILITY CO"FIRST FROM THE PREVIOUS TENANTS PRIOR TO ME BUYING THE HOME I WAS SENDING THEM BACK TO CO. SO IN LATE JULY ONE OF THE LETTERS CAME AND I DECIDED TO CALL THE COMPANY TO TELL THEM THAT WHOM THEY WERE LOOKING FOR DID NOT RESIDE THERE THE LADY ASKED ME HOW LONG DID I LIVE THERE I TOLD HERE SHE SAID THAT I OWE THEM 388.00 DOLLARS BECAUSE I HAVE BEEN USING THAIR SERVICES I TOLD HER I PAY TO THE CITY OF COLUMBIA SHE SAID. THEY DO THE SEWAGE FOR MY STREET A ASKED WHY DIDN'T ANY ONE CONTACT ME PRIOR TO ME CONTACTING THEM SHE SAID THE BOTTOM LINE WAS LOWED THEM THE MONIES WE DID NOT SPEAK FOR A FEW WEEKS. MY INTENTIONS WAS TO CALL THE CLOSING ATTORNEY WELL BECAUSE OF MY WURK HOURS DAY AND NIGHTS CHANGE EVERY WEEK IT REALLY HARD TO KEEP TRACK OF THE DAY OF WEEK_WELL I WAS HOME SLEEPING WHEN A YOUNG LADY CAME BY FROM PALMETTO UTILITY STATING. THAT THEY WERE GOING TO COME ON MY PROPERTY AND PUT A PLUG IN MY SEWER SO WE TALKED AND SHE SAID TO CALL THE OFFICE TWENT TO THE OTTICE AND ASKED WHY WERE THEY WERE GOING TO CUT MY SERVICES OFF SHE SAID BECAUSE FOWE FOR A YEAR SO LSAID WHY DIDN'T YOU SEND. SOME ONE OUT BEFORE I CALLED THEM SHE TOLD ME THEY DID TO ME IN NOVEMBER I SAID THAT WAS A LIE THEY DIDN'T KNOW WHO I WAS DINTELLAME IN THERE THAT DAY AT THAT TIME AND THER LADY CAME IN THE OFFICE WITH A VERY PLEASANT ATTITUDE IF YOUR TALKING TO A STRAINGE MANGY DOG WHERES "PETA" WHEN YOU NEED THEM SO I SAW THIS WAS NOT GOING ANY WHERE SO I ASKED. IF WHERE WERE ANY ONE OTHER THAN THEM I COULD TALK TO THEY GAVE ME A PAMTHLET TO CALL THE OFFICE OF REGULATORY STAFF I DID AND SPOKE TO A YOUNG MAN THERE AND HE SAID HE WOULD CALL THEM HE CALLED ME BACK AND SAID HE WORKED OUT A PAYMENT PROGRAM AT THAT TIME I SAID U.R. LAST MONTH I WENT TO PAY WHAT THE PAYMENT WAS AND REALIZED IT WAS ALITTLE OUT OF MY BUDGET TO PAY THAT MUCH WITH OUT A LOT OF NOTICE SO I CALLED "PALMETTO UTILITY" TO SAY I DIDN'T HAVE ALL THE MONIES CAN LARANGE SOMETHING WITH THEM, SHE ACKNED LEGGE TO ME THAT I HAVE TO CALL THE GENTLEMAN AT THE OFFICE OF THE REGULATORY STAFF AND THAT SHE HAD NOTHING TO SAY LASKED WHY SHE HUNG UP THE PHONE IN MY FACE AS IF I WHOTE THEM A BOUNCED CHECK OR SOMETHING TO THAT NATURE I CALLED THE GENTLEMAN AND HE TOLD ME WHAT TO DO I TOOK 35.00 DOLLARS DOWN THERE SHE DIDN'T SAY HELLO DIDN'T SMILE LOOKED AT ME AS IF I WERE ASKING TO BURROW MONEY OR SOMETEING SO I CALLED THE GENTLEMAN AT THE REGURATORY STAFF TOLD HIM WHAT HAPPENED AND MY PLANDS FOR A HEARING I DON'T THINK I SHOULD PAY AND THE MONIES BECAUSE IT NOT MY RESPONSIBILITY TO BILL THE PROPER HOME OWNERS THEY SHOULD HAVE AND UP GRADED SYSTEM TO NOTIFY WHEN SOMEONE AMOVES THEY CAN CHARGE 30.00 DOLLARS A MONTH WHEN THE CITY OF COLUMBIA CHARGES BY HOW MANY TIMES YOU FLUSH YOUR TOILET AND NOT A FLAT FEE SO IF I HAVE 3000 SQUARE FEET WITH FOUR BATHROOMS AND SOME ONE ELSE HAVE 1000 SQUARE FEET WITH TWO BATHROOMS IN

FOUR BATHROOMS AND SOME ONE ELSE HAVE 1000 SQUARE FEET WITH TWO BATHROOMS IN RETROSPECT THEY ARE GIVING "PALMETTO UTILITY EXTRA MONEY FOR SERVICES THEY ARE NOT USING SINCERELY YOURS ANTHONY MOORE





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Administrative Department Phone: (803) 896-5100 Fax: (803) 896-5246

August 19, 2008

Mr. Anthony Moore 607 North Crossing Drive Columbia, South Carolina 29229

Dear Mr. Moore:

This is to acknowledge receipt of your correspondence received in our office on August 12, 2008 regarding a problem you are experiencing with Palmetto Utilities.

I have some questions concerning the processing of your complaint. Would you please give me a call at 896-5133 so that we can discuss this matter?

Sincerely yours,

Deborch Easterling
Deborah Easterling

TO; WHOM IT MAY CONCERNE MY NAME IS ANTHONY MOORE I LIVE AT 607NORTHCROSSING DR COLUMBIA, SOUTH CAROLINA 29229 I CLOSED ON THIS HOUSE IN JULY OF 2007 MY ATTORNEY MIKE THOMAS AND MY REALTOR ARLEEN MCCOY NEVER TOLD ME NOTHING ABOUT SEWER FEES FROM ANOTHER COMPANY I THOUGHT IT WAS IN THE CITY WATER BILL SEVERAL BILL CAME TO MY HOME FROM PALMETTO UTILITIES FOR SOMEONE ELSE SO I PUT THE MAIL BACK IN THE MAIL BOX WELL EARLY JULY OF 2008 I RECEIVED ALETTER FROM PALMETTO UTILITY WITH SOMEONE ELSE NAME ON IT SO I LOOKED THEM UP IN THE PHONE BOOK AND CONTACTED THEM THEY TOLD ME I OWED 387.50 IN FEES FOR A YEARS WORTH OF SERVICE FOR NOT KNOWING I HAD THE SERVICE WITH THEM SO I WENT TO SEE THEM THEY WERE VERY UNPLEASANT WITH ME A STATED IF I DIDN'T PAY BY THE END OF THE WEEK THEY WERE GOING TO CUT MY SERVICE OFF SO THEY GAVE MY A BOOKLET WITH SOUTH CAROLINA REGULATORY STAFF IN IT SO I CALLED TO COMPLAINE SPOKE TO A GENTLEMAN ABOUT THE ISSUES HE LISTEN TO ME THEN TOLD ME HE WOULD CALL ME BACK. HE DID AND SAID THERE NOTHING HE COULD DO AND I HAVE TO PAY PALMETTO UTILITIES THE SUM THAT I OWE WELL I READ THE PANTHLET AND IT STATED IF I WANTED A HEARING WHAT TO DO SO I CALLED THE PUBLIC SERVANT BACK AND TOLD HIM I WANTED A HEARING HE SAID HE WAS GOING TO CALL THE UTILITY COMPANY BACK. LATER HE CALLED ME AND SAID HE WORKED OUT A DEAL FOR ME TO PAY EXTEA A MONTH I WENT TO PAY AS I WAS IN THERE THE SECRETARY JUST HAD A VERY BAD ATTITUDE WITH ME FOR NOTHING I BELIEVE EVERY CUSTOMER DESERVE TO BE TREATED WITH RESPECT. I THINK THIS SHOULD NOT BE ONE WAY I SHOULD NOT BE REQUIRED TO PAY THE FULL AMOUNT CONSIDERING THEY WERE AT FOULT .SINCERELY ANTHONY MOORE

